2026

aetna

Over-the-Counter (OTC) Item Catalog

OTC Health Solutions

New Moms Stipend

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Items in this catalog are for personal use and can only be ordered for the member.

IMPORTANT: Item list is subject to change. In the event an item is out of stock, an item of similar or greater value will be substituted in your order. If an item is recalled by the manufacturer for any reason, it will be removed from the product offering immediately.

Three Convenient Ways To Place An Order

1. In Store

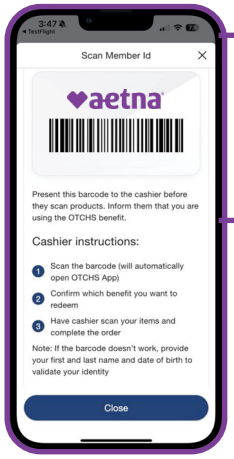
Visit your nearest CVS Pharmacy® store.*

Find approved items through your plan's catalog.

Only the items in this catalog are available to order.

Look for the blue labels that contain the OTC indicator and SKU number.

Go to any register to checkout.



CVS OTC Health Solutions® Mobile App In Store Perks

1. Show the cashier your digital barcode for a faster checkout.
2. Scan or enter the items' barcode to confirm if it is approved.

Walkthrough Video

Scan this QR code to watch a video on how to checkout in store.

PLEASE NOTE: The regular retail price in the store may vary. For prices that apply when you use your OTC benefits, please consult this catalog. Catalog prices cannot be combined with promotional offers or ExtraBucks® Rewards.

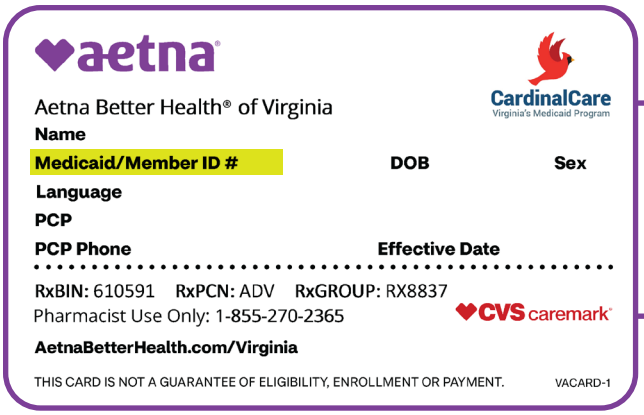
***Excluding Target, Schnucks and select other CVS Pharmacy® locations**

2. Online

First time placing an order online? You will need to create an account. If you share an email with a spouse or caregiver who also has an account, you will only be able to make one account. You must complete an additional form of authentication to finish signing up.

- Go to **cvs.com/benefits** and sign in.
- Select "Shop OTC benefits." Your benefit amount and balance will show.
- Search and add items to your basket. Once you are ready to place your order, select "Checkout."
- Confirm the shipping information and select "Place Order." Please contact your Health Plan for any permanent address change needed.
- You will be directed to the Order Summary. This page will show your order details and the delivery timeframe.

You will receive emails and/or texts with the latest status updates as your order is processing.


aetna

Aetna Better Health® of Virginia

CardinalCare
Virginia's Medicaid Program

Name

Medicaid/Member ID # DOB Sex

Language

PCP

PCP Phone Effective Date

RxBIN: 610591 RxPCN: ADV RxGROUP: RX8837

Pharmacist Use Only: 1-855-270-2365

CVS caremark

AetnaBetterHealth.com/Virginia

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. VACARD-1

Find Your Member ID

You can find your member ID on your insurance card. Refer to the example card on the left.

Walkthrough Video

Scan this QR code to watch a video on how to place your orders online.

IMPORTANT: Orders for each benefit period must be placed by 11:59 PM ET on the last day of the benefit period. Please review the order frequency limits located in the FAQs to avoid missing benefit amounts.

3. By Phone

Orders can be placed by calling **1-888-628-2770** (**TTY**: **711**). You can talk to an agent Monday through Friday, from 9 AM–8 PM local time. Please have your order ready before you call.

How to place an order through the Interactive Voice Response (IVR) system:

IVR

Step 1

Call using the phone number on file. If you wish to call using a different number, you can provide the alternate number to a CVS OTC Health Solutions® agent.

Step 2

Press 1 to hear benefits
Press 2 to place an order
Press 3 to track an order
Press 4 to cancel an order
Press 5 to report an order issue
Press 6 to order a catalog

Step 3

Input your date of birth in MMDD format. The system will verify the name and address on the account.

Step 4

Enter the item number (e.g., for "B33," enter "33").

Step 5

Review and edit your order, then submit it, or choose to speak to an agent. If you choose to submit, the system will provide a confirmation number and the call will end.

—

If you choose to speak to an agent, your order will not be saved.

Frequently Asked Questions (FAQs)

1. Where can I find my member ID number?

It can be found on the front of your health plan ID card. Refer to page 4 for instructions on how to locate it.

2. What is the Over-the-Counter (OTC) benefit?

The benefit lets you get over-the-counter (OTC) items at any store that allows it. You can also call **1-888-628-2770** (**TTY: 711**) from Monday to Friday, 9 AM to 8 PM local time, or go online at **cvs.com/benefits** to order. Choose from a list of approved items, and they will be sent to your home.

3. How much is my benefit?

You have $25 per month.

4. How often can I use my benefit?

You can place one order a month when you order online or by phone. However, you can use your benefit unlimited times at any allowed CVS Pharmacy® during the month.

5. Can I carry over unused benefit amounts to the next benefit period?

Unused amounts will not carry over to the next benefit period.

6. Can I order more than my benefit amount?

You cannot order more than your benefit amount online or by phone. However, you may go over your benefit amount at any allowed CVS Pharmacy® store and pay the difference out of pocket.*

7. Are all items available at the stores?

Yes, all items in the catalog can be found in the store.

8. Are all items available online?

No. Items marked with an (★) in the catalog can only be found in the store.

9. Is there a limit on the number of items I can order?

No, however, there are select items that are only available once per year. These items are marked with a (❶) in the catalog.

***Excluding Target, Schnucks and select other CVS Pharmacy® locations**

Frequently Asked Questions (FAQs)

10. How long will it take to receive my order?

Most orders will arrive in less than 5 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days please call CVS OTC Health Solutions® at **1-888-628-2770** (**TTY**: **711**) Monday through Friday, from 9 AM–8 PM local time.

11. Can I cancel my order once it has been placed?

Orders can only be canceled within 30 minutes after being placed. To cancel an order, you can use the IVR system or talk to an agent.

12. How do I confirm my order was placed?

Once the order is placed, you will receive an order number via email and/or text. Always keep your order number. Access to order history is also available in the CVS OTC Health Solutions portal/app.

13. Can I track my order?

Orders can be tracked online, through the CVS OTC Health Solutions portal/app or by using the IVR system. You will also receive status updates through email/text.

14. How can I receive another copy of this catalog?

A digital copy will be available in the support section of the CVS OTC Health Solutions portal and app. You can also contact your health plan by calling the number on your ID card.

15. Where can I get more information about the products?

You can get more product information by searching the SKU number at **cvs.com**.

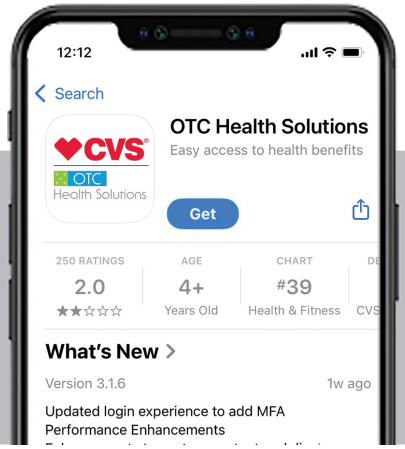
16. How will the items be shipped?

Items are shipped via UPS to your home at no cost to you.

17. What is the return policy?

Due to the personal nature of the products, no returns or exchanges are allowed. To report an issue with your order, please call CVS OTC Health Solutions within 30 days of your order date. If your item is not in stock, an item of similar or greater value may be substituted in your order.

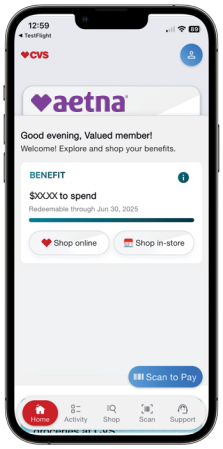
ADDITIONAL NOTES: Items marked with a (‡) are called "dual-purpose items." It is advised that you talk to your doctor before placing an order for these certain items.



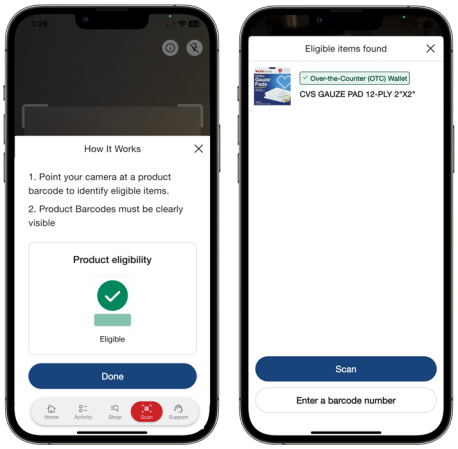
Shop OTC Your Way!

Download the CVS OTC Health Solutions® mobile app from the App Store (iOS) or Google Play (Android)

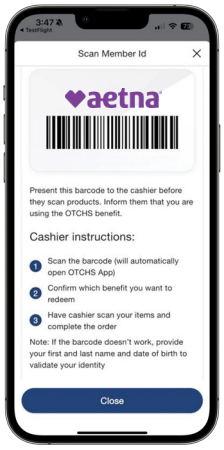
View Current Balance



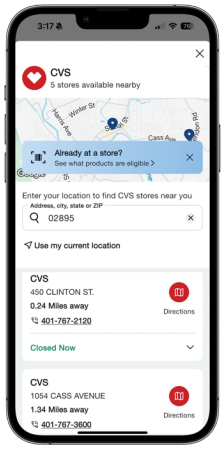
Scan Items for Eligibility



Checkout with Barcode (in-store only)



Locate Stores Near You



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Favorite Items

CODE A19 **SKU** 520577

ADULT CARE WIPES

CODE A54 **SKU** 240473

DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN L

CODE B62 **SKU** 571810

ULTRA-SOFT SENSITIVE CLEANSING WIPES

CODE A134 **SKU** 184730

COPPER-TREATED COMFORT SOCKS, L/XL BLACK

CODE B1 **SKU** 155940

PAMPERS SWADDLERS DIAPERS NEWBORN

CODE C167 **SKU** 365244

COTTON ROUNDS

CODE P51 **SKU** 547802

ASPIRIN 81MG CHEWABLE TABLETS ORANGE

CODE P119 **SKU** 103571

AVEENO SKIN RELIEF BODY WASH FRAGRANCE FREE

UPC	SKU	DESCRIPTION	SIZE	PRICE
ADULT CARE				
CARE & ACCESSORIES				
A19	520577	ADULT CARE WIPES	48 CT	$8
A20	816326	ADULT CARE WIPES	96 CT	$15
A21	458004	ADULT CARE WIPES	192 CT	$12
A24	857360	MEDICATED WIPES VALUE SIZE	48 CT	$8
PANTS				
A54	240473	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN L	14 CT	$18
A55 ★	241190	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN M	15 CT	$18
A56 ★	241455	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN XL	12 CT	$18
A62	383182	UNISEX OVERNIGHT UNDERWEAR, L	14 CT	$14
A63	383703	UNISEX OVERNIGHT UNDERWEAR, XL	12 CT	$14
A65	489350	WOMEN'S UNDERWEAR MAX, L	18 CT	$14
A66	830475	WOMEN'S UNDERWEAR MAX, L	32 CT	$22
A67	489330	WOMEN'S UNDERWEAR MAX, S/M	20 CT	$14
A68	830476	WOMEN'S UNDERWEAR MAX, S/M	36 CT	$22
A69	973821	WOMEN'S UNDERWEAR MAX, XL	16 CT	$14
A70	830474	WOMEN'S UNDERWEAR MAX, XL	28 CT	$22
APPAREL				
A134	184730	COPPER-TREATED COMFORT SOCKS, L/XL BLACK	3 CT	$10
A135	184812	COPPER-TREATED COMFORT SOCKS, L/XL WHITE	3 CT	$10
A136	184935	COPPER-TREATED COMFORT SOCKS, S/M BLACK	3 CT	$10
A137	184626	COPPER-TREATED COMFORT SOCKS, S/M WHITE	3 CT	$10
A142	658582	FIRM COMPRESSION SOCKS, L/XL BLACK	1 CT	$12
A143	658593	FIRM COMPRESSION SOCKS, S/M BLACK	1 CT	$12
A144	978348	LIGHT COMPRESSION SOCKS, L/XL BLACK	1 CT	$12
A145	658784	LIGHT COMPRESSION SOCKS, L/XL WHITE	1 CT	$12
A146	978349	LIGHT COMPRESSION SOCKS, S/M BLACK	1 CT	$12
A147	658829	LIGHT COMPRESSION SOCKS, S/M WHITE	1 CT	$12
BABY CARE				
DIAPERS				
B1	155940	PAMPERS SWADDLERS DIAPERS NEWBORN	31 CT	$15
B2	265724	PAMPERS SWADDLERS DIAPERS SIZE 1	32 CT	$15
B3	265721	PAMPERS SWADDLERS DIAPERS SIZE 2	29 CT	$15
B4	946489	PAMPERS SWADDLERS DIAPERS SIZE 3	26 CT	$15
B5	946488	PAMPERS SWADDLERS DIAPERS SIZE 4	22 CT	$15
B6	946487	PAMPERS SWADDLERS DIAPERS SIZE 5	19 CT	$15
B7	972678	PAMPERS SWADDLERS DIAPERS SIZE 6	16 CT	$15

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UPC	SKU	DESCRIPTION	SIZE	PRICE
B8	158188	PAMPERS SWADDLERS DIAPERS SIZE 7	16 CT	$15
ELECTROLYTES				
B13	393301	PEDIALYTE ADVANCED CARE PLUS POWDER	6 CT	$14
FEEDING ACCESSORIES				
B18	382830	NUBY STANDARD NECK BOTTLES	3 CT	$6
HBC REMEDIES				
B23	978930	2-IN-1 EAR & NASAL ASPIRATOR	1 CT	$10
INFANT REMEDIES				
B28	858818	ACETAMINOPHEN ORAL SUSPENSION	2 OZ	$9
B30	994605	GAS RELIEF DROPS	0.5 OZ	$7
B31	330812	GAS RELIEF DROPS	1 OZ	$11
B32	478939	IBUPROFEN CONCENTRATED DROPS	1 OZ	$9
MOM				
B37	641351	ALWAYS DISCREET POSTPARTUM MODERATE ABSORBENCY PADS	57 CT	$15
B38	459312	LANOLIN CREAM	1.41 OZ	$12
B39	461879	LANSINOH BREASTMILK STORAGE BAGS	50 CT	$16
B40	149525	LANSINOH DISPOSABLE NURSING PADS	60 CT	$13
B41	806620	LANSINOH LANOLIN NIPPLE CREAM	1.41 OZ	$14
TOILETRIES				
B46	278333	BABY MOISTURIZING OIL	14 OZ	$6
B47	304238	BABY POWDER	22 OZ	$7
B48	330744	BABY POWDER WITH ALOE	22 OZ	$7
B49	217083	BABY SHAMPOO	13.6 OZ	$5
B50	740537	CLEANSING WIPES	64 CT	$4
B51	278382	COTTON SWABS	375 CT	$5
B52	107631	DESITIN OINTMENT	4 OZ	$11
B53	803987	DIAPER RASH OINTMENT	2 OZ	$5
B54	954732	EUCERIN BABY ECZEMA RELIEF CRÈME	5 OZ	$12
B55	709857	J&J BABY POWDER WITH CORNSTARCH	15 OZ	$7
B56	134109	JOHNSON'S BABY LOTION	13.5 OZ	$6
B57	275024	JOHNSON'S BABY SHAMPOO	13.6 OZ	$6
B58	949628	PETROLEUM JELLY	13 OZ	$6
B59	309433	PLASTIC STICK COTTON SWABS	200 CT	$4
B60	888491	TODDLER WIPES	60 CT	$3
B61	692270	ULTRA-SOFT CLEANSING WIPES	64 CT	$4
B62	571810	ULTRA-SOFT SENSITIVE CLEANSING WIPES	56 CT	$4
B63	125451	VAPOR BABY BATH WASH	15 OZ	$6
B64	308760	VITAMIN A&D OINTMENT	16 OZ	$17
CHILDREN'S REMEDIES				
COLD REMEDIES				
C19	155912	RIGID TIP DIGITAL THERMOMETER	1 CT	$11

❶ 1 PER YEAR ‡ DUAL-PURPOSE ITEM ★ IN STORE ONLY

UPC	SKU	DESCRIPTION	SIZE	PRICE
C20	601606	VICKS CHILDREN'S SALINE SPRAY	5 OZ	$14
PAIN RELIEVERS				
C36	715154	ORAL SYRINGE	1 CT	$5
COLD REMEDIES				
LIP				
C131	882775	CARMEX CLASSIC LIP BALM 3 PACK	1.05 OZ	$5
COSMETICS				
C167	365244	COTTON ROUNDS	1 CT	$4
DIGESTIVE HEALTH				
HEMORRHOID TREATMENT				
D97	317686	HEMORRHOIDAL COOLING GEL	0.9 OZ	$7
D98	689613	HEMORRHOIDAL CREAM	1 OZ	$8
D99	452277	HEMORRHOIDAL CREAM	1.8 OZ	$13
D100	401472	HEMORRHOIDAL MEDICATED WIPES	48 CT	$7
D101	913037	HEMORRHOIDAL MEDICATED WIPES	96 CT	$11
D102	144212	HEMORRHOIDAL OINTMENT	2 OZ	$13
D103	961468	HEMORRHOIDAL SUPPOSITORIES	12 CT	$9
LAXATIVES				
D130	488021	STOOL SOFTENER 100MG CAPSULES	30 CT	$9
D131	317683	STOOL SOFTENER 100MG SOFTGELS	25 CT	$7
D132	689614	STOOL SOFTENER 100MG SOFTGELS	30 CT	$5
D133	310425	STOOL SOFTENER 100MG SOFTGELS	100 CT	$14
D134	707930	STOOL SOFTENER 50MG TABLETS	100 CT	$13
EXTERNAL PAIN				
HOT COLD				
E6	318180	HOT AND COLD COMPRESS	1 CT	$15
E8	844209	ICEBAG LARGE	1 CT	$15
FIRST AID				
TREATMENTS				
F149	482649	EPSOM SALT	22 OZ	$6
F164	946095	WITCH HAZEL SPRAY	6 OZ	$9
F165	173925	WITCH HAZEL WIPES	25 CT	$8
FOOT CARE				
FOOT GROOMING				
F221	357143	THERAPEUTIC FOOT CREAM	4 OZ	$8
HAND & BODY				
THERAPEUTIC				
H50	483135	INTENSE DRY SKIN THERAPY LOTION	16.9 OZ	$11
H53	447703	SKIN THERAPY LOTION	5.5 OZ	$6
HOME DIAGNOSTICS				
BLOOD PRESSURE				
H64 ❶ ‡	800232	BLOOD PRESSURE MONITOR MANUAL UPPER ARM	1 CT	$22

UPC	SKU	DESCRIPTION	SIZE	PRICE
HOUSEHOLD				
HOUSEWARES				
H191	278510	INDOOR NIGHT LIGHTS	2 CT	$8
PAIN RELIEVERS				
HEART HEALTH				
P51	547802	ASPIRIN 81MG CHEWABLE TABLETS ORANGE	36 CT	$2
P52	126148	ASPIRIN 81MG CHEWABLE TABLETS ORANGE	108 CT	$8
P53	419423	ASPIRIN 81MG TABLETS	32 CT	$3
PERSONAL CLEANSING				
BODY WASH				
P119	103571	AVEENO SKIN RELIEF BODY WASH FRAGRANCE FREE	12 OZ	$10
P123	264733	SENSITIVE SKIN BODY WASH	22 OZ	$7
SUNCARE				
GENERAL PROTECTION SKIN				
S119	401537	CHILDREN'S CLEAR SPRAY SUNSCREEN SPF 50	6 OZ	$9
S120	197863	COPPERTONE BABY TEAR FREE SUNSCREEN SPF 50	6 OZ	$13

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❶ 1 PER YEAR ‡ DUAL-PURPOSE ITEM ★ IN STORE ONLY

Notes

Notes

Items purchased through this program may be reported back to the program sponsor for their operations and administration of the program.